

Knowledge Center Operational Group (KCOG) Tips

How to reset a password (LOGIN Assistance)

Step 1: Follow this trail

[Home](#) >> [Administration](#) >> [User Management](#) >> [Manage Users](#)

Step 2: Populate the name you are looking for

Manage Users

Perform a search to find users and then perform actions for users. Depending on your permissions and the system's configuration page.

Administrator

To perform a search, enter some or all of the specific criteria indicated below and then click Search.

Last Name

First Name

Step 3: Click on go

	Short	April	Other	Manassas VA	Active		Login Assistance	Go
--	-------	-------	-------	----------------	--------	--	------------------	----

Step 4: Click on create to populate password

Login Assistance

Click Create to allow the system to generate a temporary password.

Login ID SHORA005

New Password

Create **Return**